



Job Opportunity

State Controller's Office

Position: Staff Services Analyst (General)

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: April 21, 2006

Final Filing Date: Until Filled

Contact/Telephone:

Susan Lash, (916) 322-1812

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

* Free Parking Provided

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-5157-016
Ref 0421.CSU2

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

With general direction provided by a Staff Services Manager I, the incumbent will work in a team environment working directly with one other Staff Services Analyst to provide support and guidance to Call Center staff members, Research staff and other Bureau staff as needed. Incumbent will also assist the general public in locating unclaimed property and resolving issues related to their property. Duties include, but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Act as the Consumer Services Unit Consultant/Liaison between the public and the Reporting Unit of the Bureau;
- Develop and/or maintain tracking methods to respond to management;
- Consult with claimants and holders to resolve complex issues;
- Act as a staff resource by resolving the most complex questions/issues presented to the Call Center staff;
- Provide information to management through weekly and monthly reports and on an as needed basis;
- Analyze current systems and work with subject matter experts to write, create and update Desk Procedures for the division;
- Create and provide training for small groups;
- Conduct the most complex searches to locate property that cannot be found by conventional methods;
- Research and analyze data to verify address information and Social Security information for claimants;
- Research and respond to the complex e-mail inquiries that are submitted from the public via the State



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



Controller's Office Website;

- Respond to Web site issues and problems reported by users and analyze this information; Create ideas for improvement to the system and present these ideas to technical staff ;
- Provide guidance to both claimants and holders regarding Reciprocal claims.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections

3301 C Street, Suite 712

Sacramento, CA 95816

Attn: Susan Lash

Reference Number 0421.CSU2, 051-550-5157-016 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).